



DCMC

Defense Contract Management Command

Customer Response Center



www.dcmc.prc.com

1-888-576-DCMC

User's Guide

Litton
PRC

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Table of Contents

List of Tables	iv
Welcome	1
What is the CRC?	1
Who Can Use the CRC?	1
When Should I Use the CRC?	1
Preparing to Call the CRC	1
Preparing to Report Hardware Problems	2
Preparing to Report Software Problems	2
Submitting a Problem by Telephone	3
Submitting a Problem by Accessing the Web Site	3
Submitting a Problem by Electronic Mail	4
What Happens Next?	5
Response Times	5
Automatic Escalation of a Trouble Ticket	5
Checking the Status of a Trouble Ticket	5
Providing Feedback	6
Supported Products List	7
COTS Software	8
DoD Software Application Programs	9
Desktop Computers	10
Laptop Computers	10
Printers	10
Hardware Devices	11
Servers	11
Network Services	12
Operating Systems	12
Index	13

List of Tables

Table 1. COTS Software 8

Table 2. Software Application Programs 9

Table 3. Desktop Computers 10

Table 4. Laptop Computers 10

Table 5. Printers 10

Table 6. Hardware Devices 11

Table 7. Servers 11

Table 8. Network Services 12

Table 9. Operating Systems 12

Welcome

The Defense Contract Management Command (DCMC) Customer Response Center (CRC) is a centralized help desk facility established to quickly and efficiently solve DCMC customers' computer hardware, application software, and network problems; to answer hardware and software related questions; and to dispatch service providers. The CRC consolidates DCMC's former help desks into a single help desk providing a one-stop solution for customer support.

This User's Guide is designed to inform you, the DCMC customer, how and when to use the services of the CRC.

What is the CRC?

The CRC is a centralized help desk for all domestic and international DCMC users. The center is staffed for 24-hour operation seven days a week. Centralization of the CRC enables all DCMC users to receive consistent support for problems that they encounter with supported computer hardware and software products (see *Supported Products List*).

Who Can Use the CRC?

If you have a problem with a supported product and you have a valid CRC User ID, you can use the CRC. If a CRC staff member tells you that you do not have a valid User ID, ask your supervisor to register you with the CRC.



Note: Your User ID is your employee number or Z-number.

When Should I Use the CRC?

When you have problems using hardware or software, call the CRC.

Preparing to Call the CRC

When you call the CRC, you will be asked questions about the problem you are having with computer equipment or software; and the CRC staff member will open a trouble ticket for the problem. The CRC staff member gives you a reference number for the trouble ticket. You may also receive an estimated time to complete the solution for this trouble ticket. The following paragraphs describe how to prepare for the CRC call. This preparation depends on the type of problem you need to report.

Preparing to Report Hardware Problems

CRC support for computer hardware depends on the maintenance status of the equipment. Most computer equipment will have a maintenance agreement. The CRC has the maintenance agreement information and the vendor list for repairing computer hardware.

If you have a problem with supported computer equipment (see *Supported Products List*), be prepared to provide the following information:

- The serial and model numbers.
- The street address, city, state, and room number of the office in which the equipment is located (only if different from the address on record).
- Your name and User ID.
- A description of the problem.
- A description of the actions you performed right before the problem occurred.
- Information about the contract vehicle, if known.

The CRC contacts the appropriate vendor and has them dispatch a technician, if necessary.



Note: Ensure that you include all problems that you have with the computer hardware in one CRC trouble ticket. Technicians are restricted to repairing only the problems documented in the trouble ticket.

Preparing to Report Software Problems

The CRC provides telephone support for a variety of commercial off-the-shelf (COTS) products and Department of Defense (DoD) software application programs.

If you have a problem with a supported COTS product or a DoD software application program (see *Supported Products List*), be prepared to provide the following information about the product or program:

- The name and version number of the program.
- Your name and User ID.
- A description of the problem.
- A description of the actions you performed right before the problem occurred.

Submitting a Problem by Telephone

Before you call, gather the information you need (see *Preparing to Report Hardware Problems* or *Preparing to Report Software Problems*).

To open a trouble ticket by telephone, complete these steps:

1. Call 1-888-576-DCMC.
(3262)
2. Answer the questions that the CRC staff member asks you.
3. Write down the reference number and estimated time to solve the problem that the CRC employee gives you.

Submitting a Problem by Accessing the Web Site

Before you access the Web site, gather the information you need (see *Preparing to Report Hardware Problems* or *Preparing to Report Software Problems*).

To open a trouble ticket on the Web site, complete the following steps:

1. Start your Web browser.
2. Type **www.dcmc.prc.com** and press **Enter**.
3. Select **Help Desk Utilities**.
4. Select **Submit and review trouble tickets**.
5. Enter your **User ID** and **Last Name**. Click **Submit**.



Note: Your User ID is your employee number or Z-number.

6. Click **Open Call**. The system displays a form that shows some information about you. Enter the name of the product in the **Product** field and a description of the problem in the **Problem Details** field.
7. Click **Submit Form** to send the problem information to the CRC. The system displays a form with a call number for your trouble ticket. Write down this call number for future reference.

Submitting a Problem by Electronic Mail

Before you send the E-mail message, gather the information you need (see *Preparing to Report Hardware Problems* or *Preparing to Report Software Problems*).



Note: The preferred method for opening a trouble ticket is to use the toll-free telephone number. Electronic mail submission requires an ASCII text document in a particular format. **Do not use this method to open a Priority 1 call.**

To open a trouble ticket with the Electronic Mail system, complete the following steps:

1. Obtain the ASCII text format template from the DCMC server or the Web site (www.dcmc.prc.com).
2. Type your information into this template and save it.
3. Copy the template with your information and paste it into your E-Mail message.



Note: Do not use the attachment feature of your E-Mail system. The ASCII text must be pasted into the body of the E-Mail message.

4. Send the E-Mail message to crc@dcmc.prc.com.
5. If the information is complete and the User ID or product ID can be validated, you will receive a return E-Mail message with your call number. Keep this call number for future reference. A CRC agent will also contact you by telephone as soon as possible.



Note: E-Mail problem submissions have a lower priority and an extended response time (up to 24 hours).

6. If the information is incomplete or the User ID or product ID cannot be validated, you will receive a return E-Mail message with the ASCII text template and you must redo your E-Mail message with that template. The returned message also explains the problem with your submittal.

What Happens Next?

The CRC assigns your trouble ticket to an engineer or analyst who has expertise in problems with that product or program.

Response Times

Response times depend on the method used to open a trouble ticket and are as follows:

For calls submitted with the toll-free telephone number, response is immediate.

For calls submitted with the Web interface, response is within one hour.

For calls submitted with E-mail, response is within one hour after the message is received by the CRC.

Automatic Escalation of a Trouble Ticket

To ensure that problems are addressed and solved in a timely manner, the DCMC CRC call tracking system is configured to automatically escalate a trouble ticket to the next appropriate technical resource if actions are not taken within configured time frames.

Checking the Status of a Trouble Ticket

The CRC technician who is assigned to your trouble ticket should call you back with a recommended solution to the problem. In the case of a hardware problem, the employee might give you the name and telephone number of a repair company that the CRC has called to have the equipment fixed. In the case of a software problem, the CRC employee might help you solve the problem by asking you to perform some tasks on your computer while you are on the telephone with the CRC. In all cases, you can check the status of an open trouble ticket at any time by calling the toll-free telephone number or using the Web page. The following paragraphs provide detailed instructions:

To check the status of a trouble ticket by telephone, complete these steps:

1. Call 1-888-576-DCMC.
(3262)
2. Tell the person who answers the telephone that you want to check the status of a trouble ticket and give the call number for the trouble ticket.

3. The CRC agent will obtain the status of the trouble ticket for you.

To check the status of a trouble ticket by using the Web page, complete the following steps:

1. Start your Web browser.
2. Type **www.dcmc.prc.com** and press **Enter**.
3. Select **Help Desk Utilities**.
4. Select **Submit and review trouble tickets**.
5. Enter your **User ID** and **Last Name**. Click **Submit**.



Note: You can view all calls that are open for your User ID or view a specific call by selecting View Calls or View by Call Number, respectively. Steps 6 and 7 provide specific instructions.

6. To view all calls, select **View Calls**. The system displays a Query List. Select **Display** to view the detailed information about each call. Note that the Modify function is not available to all users.
7. To view a specific call, select **View by Call Number**. Type a **call number** in the `call number` field. The system displays a summary of the call.

Providing Feedback

Any user can provide feedback to the CRC through the Web site. The CRC will also administer periodic customer satisfaction surveys.

To submit your feedback through the Web site, complete the following steps:

1. Start your Web browser.
2. Type **www.dcmc.prc.com** and press **Enter**.
3. Select **How are we doing?**
4. Select **Customer Feedback Form**.
5. Complete the Customer Feedback Form and click **Submit Form**.

Supported Products List

This section lists the products that the DCMC CRC supports. The products are in the following categories:

- COTS software
- DoD software application programs
- Desktop computers
- Laptop computers
- Printers
- Hardware Devices
- Servers
- Network Services
- Operating Systems



Note: These lists are current as of September 25, 1998 and may be updated.

The DCMC CRC can also assist with computer security issues such as creating and deleting users, resetting passwords, and virus infections on servers or workstations.

COTS Software

Table 1 shows the COTS product names that the DCMC CRC supports.

Table 1. COTS Software

ABC FlowCharter [®]	Microsoft Office
Action Request System [®] (Remedy [®])	Microsoft Outlook
Adobe Acrobat [®]	Microsoft PowerPoint
Aliases	Microsoft Project
Ascend [™]	Microsoft Project 98
Axis [®] Print Utility	Microsoft Schedule+
Backup Exec [™]	Microsoft Word
cc:Mail [™]	Netscape [™]
cc:Mail Mobile [™]	Norton AntiVirus [®]
cc:Mail Router	Norton Utilities [®]
Citrix [®]	OnNet [®]
Cubix	Oracle [®]
FormFlow Filler [™]	pc ANYWHERE [®]
Harvard Graphics [®]	PC NFS [®]
Impromptu [™]	PowerPlay [™]
Legal applications	Procomm [®] Plus (PCPlus)
Lotus 1-2-3 [®]	Reveal [™] (Client and Server)
Lotus AmiPro [®]	RLN [™]
Lotus Approach [®]	Shiva [®]
Lotus Freelance [®]	SMTP Mail
Lotus Organizer [®]	SQL*Net [®]
MaxMate [™] Viewer	SQL*Plus [®]
Microsoft [®] Access	Tivoli [™] (TME Agent, Userlink)
Microsoft Excel	Transformer
Microsoft Exchange (Client and Server)	Visioneer [®] PaperPort [™]
Microsoft Internet Explorer	Windows [®] NT [®] Remote Access Server (RAS)
Microsoft Mail	WinFrame [®]

DoD Software Application Programs

Table 2 shows the software application program names that the DCMC CRC supports.

Table 2. Software Application Programs

AAS	FEDLOG
ACO MODS	Injury Comp/Unemployment
ACTS	ITS
ALEC	Knowledge Bank
ALERTS	MDT
AMS (metrics)	Metrics (Transition)
ATAAPS (timekeeping)	MOCAS
Bellringer	MOCAS FBA
Boss	MORDS
Bulletin Board	OASYS
Closed Box CS	ORS
Closed-Contact-DB	PARS
CMICS	PASS
COGNOS	PCARRS
COMPASS	PD Library
CPMS	PLAS
CRMR	PPI (personnel)
CRS	Premise
DAD	Q3270
DADS	RFAS
DAMPS	RPT Reports
DBAS	SACONS
DCARRS (telnet)	SALTS
DCMC 1 BOOK	SDW
DCPDS (personnel)	SEPS
DCPS (payroll)	SF-52
DOLD	SHIRS
DPADS	SICM
DSIS II	SPI
Earlybird	SPS
EDA DMX	Staff Action
EDI	TAMS
EDW	TIFF (Documetrix)
EEOMAS	TRIPS
EIS	Training DBMS
EMACS	TSS
EWAN	WESTLAW
FAR	

Desktop Computers

Table 3 shows the desktop computer name and the model(s) that the DCMC CRC supports.

Table 3. Desktop Computers

Program Name	Model(s)
Compaq TM	4000, 5133, 5913, 590
Dell [®]	XPS H233 64
Micron TM	M54LI Pentium
Windows [®] NT [®]	Workstations
Zenith TM	486

Laptop Computers

Table 4 shows the laptop computer name and the model(s) that the DCMC CRC supports.

Table 4. Laptop Computers

Laptop Computer Name	Model(s)
Compaq	Armada TM 1550, 1580, 4110 Contura TM 420 (486)
Toshiba	Tecra TM 500/730
IBM [®]	Thinkpad 760/E

Printers

Table 5 shows the printer name and model(s) that the DCMC CRC supports.

Table 5. Printers

Printer Name	Model(s)
Accel-a-Writer [®]	8100, 8200 v 2014.103
Alps [®]	All
Apple [®]	LaserWriter II
Canon [®]	BubbleJet BJC-4100
Epson [®]	FX-100, LQ-2550
Hewlett-Packard [®] Color LaserJet	5, 5M (PostScript [®]), PS (PostScript)
Hewlett-Packard CopyJet	All
Hewlett-Packard DeskJet	550C, 560C, 820C Series v 8.5, 870 Series, 1200C, 1600C

Printer Name	Model(s)
Hewlett-Packard LaserJet	II, IID PostScript Cartridge, III, IIID, IIISi, 4, 4M, 4M Plus, 4P, 4 Plus, 4Si, 4000 Series PCL 6, 5, 5M, 5MP, 5/5M - Enhanced, 5/5M PostScript, 5P, 5Si, 5Si MX, 5Si/5Si MX PS, 6P/6MP - Enhanced
IBM	4019 LaserPrinter
Kentec [®]	Network
Lexmark [®]	Network
QMS [®]	<i>magicolor</i> [™] CX
Okidata [®]	OL-800
Panasonic [®]	KX-P4410, KX-P4420, KX-P4430
TI [®]	Network, Laser, MicroLaser PRO 300 2014 PS23
XEROX [®]	DCS20 PS2 400dpi

Hardware Devices

Table 6 shows the hardware devices that the DCMC CRC supports. All models of these devices are supported.

Table 6. Hardware Devices

Battery Pack	Mouse
CDROM	Network Card
CPU	PCMCIA
Floppy Drive	Power Supply
Hard Drive	Projector
Keyboard	Scanner
Memory	Tape Backup
Modem	UPS (uninterruptible power supply)
Monitor	

Servers

Table 7 shows the server name and the model(s) that the DCMC CRC supports.

Table 7. Servers

Server Name	Model(s)
AT&T [®]	3B2
Compaq	Proliant 1500, 5000, 6000, 7000
Everex [®]	All
Hewlett-Packard	9000 Series (T520, T600, 730, 750, 877) Server 20
Windows NT	Server

Network Services

Table 8 lists the type of network services that the DCMC CRC supports.

Table 8. Network Services

Type	Category
Digital Internet Gateway Services	All
Local Area	Cable, Duplicate IP, Hub, LAN, Print Services
Wide Area	Circuit, Router, WAN

Operating Systems

Table 9 lists the operating systems that the DCMC CRC supports.

Table 9. Operating Systems

Type	Version(s)
AT&T	3B2 (UNIX)
HP-UX	10.2
MS-DOS [®]	6.2 or higher
NetWare Client 32 [®]	Not Applicable
Novell [®]	4.1
Sabre [®]	Not Applicable
Windows	NT, 3.1, 95

Index

A

Accel-a-Writer, 10
Alps, 10
Apple, 10
AT&T, 11

C

Canon, 10
Compaq, 10
CRC, definition, 1

D

Dell, 10

E

Epson, 10

F

feedback, providing, 6

H

hardware devices, 11
Hewlett-Packard, 11

I

IBM, 10
Internet Gateway, 12

K

Kentec, 11

L

LAN, 12
Lexmark, 11

M

Micron, 10

O

Okidata, 11
operating systems
 AT&T UNIX, 12
 HP-UX, 12
 MS-DOS, 12
 NetWare Client 32, 12
 Novell, 12
 Sabre, 12
 Windows, 12

P

Panasonic, 11
problems
 hardware, 2
 response times, 5
 software, 2
products, supported
 COTS software, 7
 desktop computers, 10
 laptop computers, 10
 servers, 11
 software application programs, 9

Q

QMS, 11

T

TI, 11
Toshiba, 10
trouble ticket, escalation, 5
trouble ticket, status, 5
trouble ticket, submitting
 by E-mail, 4
 by telephone, 3
 on the web, 3

W

WAN, 12
Windows NT Servers, 11
Windows NT Workstations, 10

X

XEROX, 11

Z

Zenith, 10

l
p

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